

Mohammed Abdul Wadood

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Profile Summary

Dynamic Technical Support Specialist with extensive experience in providing high-level customer service and resolving complex technical issues. Proficient in diagnosing and troubleshooting hardware and software problems, delivering prompt and effective solutions. Recognized for exceptional communication skills and analytical problem-solving abilities, fostering efficient customer interactions. Dedicated to improving user satisfaction through clear, actionable guidance and support.

Skills

- SQL
- C, C++ Programming
- Excel Analytics
- Manual Testing
- Power BI
- Hardware & Networking
- Production Support

Google Tools(ldap:wadoodm)

- Buganizer
- Salesforce Tomo
- Super Mario
- Indigestion
- Madops2
- Biztools

EXPERIENCE

GlobalLogic Private Ltd

Oct 2022 – Present

Product Support Engineer at Google(Client)

Hyderabad, India

- Facilitated the integration of diverse businesses, including hotels, banks, and fitness centers, with Reserve with Google (RwG), enabling their customers to book appointments and services directly through Google Search. Collaborated with and educated service providers on key RwG features, such as payments, waitlisting, and instant booking.
- Conducted API, UAT, and live testing to guarantee a user-friendly booking page experience devoid of network/technical issues.
- Managed Json files and databases. Utilized Google's internal tools for bug, incident, and problem tracking.
- My core responsibilities during client integration with RwG include: onboarding diverse business categories, developing workflows, and implementing various dashboards to monitor onboarding progress and address any potential issues.
- Conducting a live (mock) test on the booking page of businesses/merchants before allowing external user access.

- Once the integration goes live, provide comprehensive backend support to address any issues users encounter while making live bookings and appointments through the Reserve with Google platform. Diagnose the root causes of any problems and resolve them within the 4-hour SLA timeframe.

Electronics Corporation of India Limited (ECIL) | Technical Officer Aug 2019 – July 2022

- Centralized Access Control System-BCAS Aep: Issuance of biometric enabled smart card-based Airport Entry
- Permit (AEP) and Radio Frequency Identity (RFID) based automated vehicle access control system for secured and regulated access of employee/staff and airport vehicle.
- Involved in the analysis of business requirements, system specifications and wrote test plans, test cases for the GUI, functional, security, database, and integration testing.
- Created complex functions, scripts, stored procedures, and triggers to support application development.
- Product support and resolution to clients by performing a question diagnosis while guiding users through step-by-step solutions.
- Document and analyse call logs to spot most occurring trends to prevent future problems.
- Training BCAS RO officers and Airport operators.

Centre for Good Governance, Hyderabad | Project Associate Mar 2019 – July 2019

- Coordination with the help desk team and development team for resolving issues if any reported by users of the system.
- Preparation of process flow diagrams and functional requirement documents.

ICFAI Group | Web Developer Nov 2017 - Mar 2019

- Created high-quality HTML files based on the latest HTML5 and W3C standards.
- Troubleshooting application errors.
- Conducted website performance and usability tests

Institute of Scientific Learning | Programmer Aug 2016 - Oct 2017

- Training students on programming skills & conducting hands-on sessions.

Electronics Corporation of India Limited | Associate Engineer Nov 2014 - Oct 2015

- Coordinating with user departments and understanding the requirements of the application.
- Completing all tests, presentations, and other required evaluations.

Education

B.Tech in Computer Science - Swami Vivekananda Institute of Technology (June 2014)

Language proficiency: English, Telugu, Urdu, Hindi.

Declaration

I have been consistent in my career objectives. My experience of studies has given me the confidence to adapt myself to the rapidly changing technology and to complete the assignments on time. I hereby declare that the information furnished above is true to the best of my knowledge.

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